

**ALABAMA CHILDRENS HEALTH INSURANCE PROGRAM NOTICE OF PRIVACY PRACTICES – APRIL 14, 2003**

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Under the Health Insurance Portability and Accountability Act of 1997 (HIPAA), the Alabama Children's Health Insurance Program is required to inform you of how your enrollment and/or medical information may be used and disclosed (provided to other business partners) through our regular course of business. This notice is furnished to all enrollees as means of such notification.

Under this law, the Alabama Children's Health Insurance Program is allowed to use and or disclose individual level information obtained from your application for enrollment in order to go about regular treatment, payment and health care operations activities. These uses and disclosures are allowed without additional authorization or permission from you. Examples of such uses include:

- Internal use of enrollment information in standard reporting to program administration regarding enrollee demographics.
- Transmission of name, address and enrollment dates to our health insurance vendor in order to complete your enrollment in the Alabama Children's Health Insurance Program.
- Transmission of name, address and enrollment information to our vendors for use in customer service areas such as welcome phone calls, premium notices, renewal reminders, renewal packages and customer satisfaction surveys.
- Transmission of name, address and enrollment information to our vendors for use in quality assurance activities related to payment for health care claims.

In addition to these types of activities, the Alabama Children's Health Insurance Program may provide information on its enrollees to State or Federal Agencies as required by law.

Your rights under this law include the following:

- You have the right to request that information on file regarding your enrollment in the Alabama Children's Health Insurance Program be restricted from disclosure for any or all of the above referenced areas of treatment, payment or health care operations. However, the Alabama Children's Health Insurance Program is not required to agree to such a restriction.
- You have the right to request that you receive any correspondence from the Alabama Children's Health Insurance Program in a confidential manner. This may include receiving such information at an alternate location or by alternate means other than written correspondence. Such accommodation can be made if you state that receiving such information in the normal format would pose a threat to your safety.
- You have the right to inspect and copy any protected health information on file with the Alabama Children's Health Insurance Program.
- You have the right to request amendments to any protected health information on file with the Alabama Children's Health Insurance Program.
- You have a right to receive an accounting of disclosures of any protected health information on file with the Alabama Children's Health Insurance Program.
- You have the right to obtain, at any time, a copy of this notice either electronically or as a paper copy.

Our responsibilities to you include:

- The Alabama Children's Health Insurance Program is required by law to protect the privacy of all protected health information maintained or received.
- The Alabama Children's Health Insurance Program is required by law to provide individual enrollees notice of its legal duties and privacy practices with respect to protected health information.
- The Alabama Children's Health Insurance Program is required by law to abide by the privacy notice that is currently in effect.
- The Alabama Children's Health Insurance Program is required by law to notify enrollees of any change to this privacy notice and to provide appropriate access to such notice. It will be the procedure of the Alabama Children's Health Insurance Program to send the Notice of Privacy Practices to all new enrollees and at the time of re-enrollment.

Individuals who have a complaint regarding these privacy practices or who believe their privacy rights have been violated, may contact either the Alabama Children's Health Insurance Program, the Alabama Department of Public Health or the United States Secretary of Health and Human Services. To file such a complaint, the individual should contact the appropriate person listed below. At that time, detailed instructions will be provided. All complaints will be investigated fully and appropriate remedies will be provided to the individual. Under no circumstances will an individual be retaliated against for filing such a complaint.

**Alabama Children's Health Insurance Program**  
Director  
201 Monroe Street, Suite 250  
Montgomery, AL 36104

**Alabama Department of Public Health**  
Department Privacy Officer / OCG  
201 Monroe Street, Suite 1540  
Montgomery, AL 36104

**US Department of Health and Human Services**  
Office of the Secretary  
Washington, DC 20201